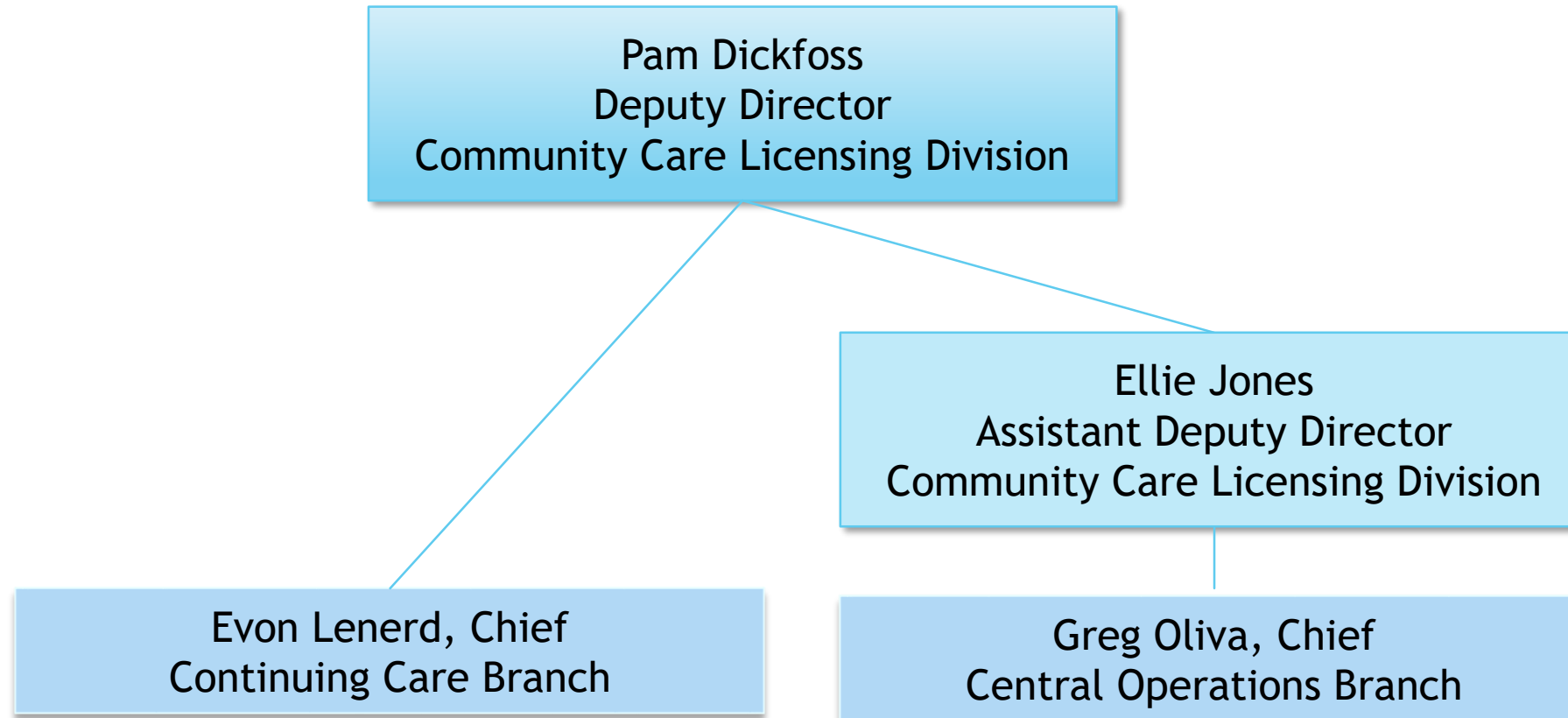


Home Care Services Consumer Protection Act

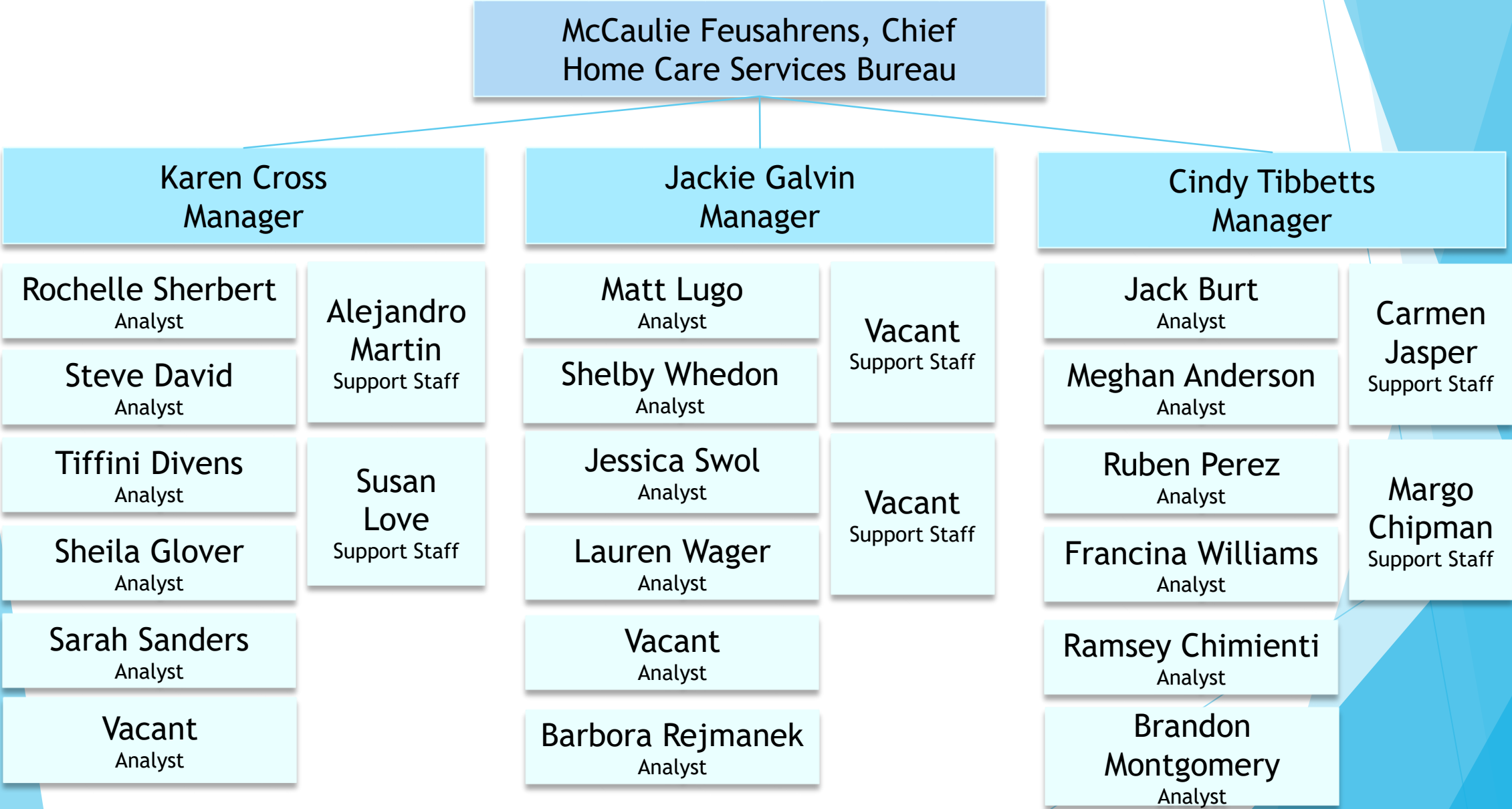
Stakeholders Meeting

February 6, 2018

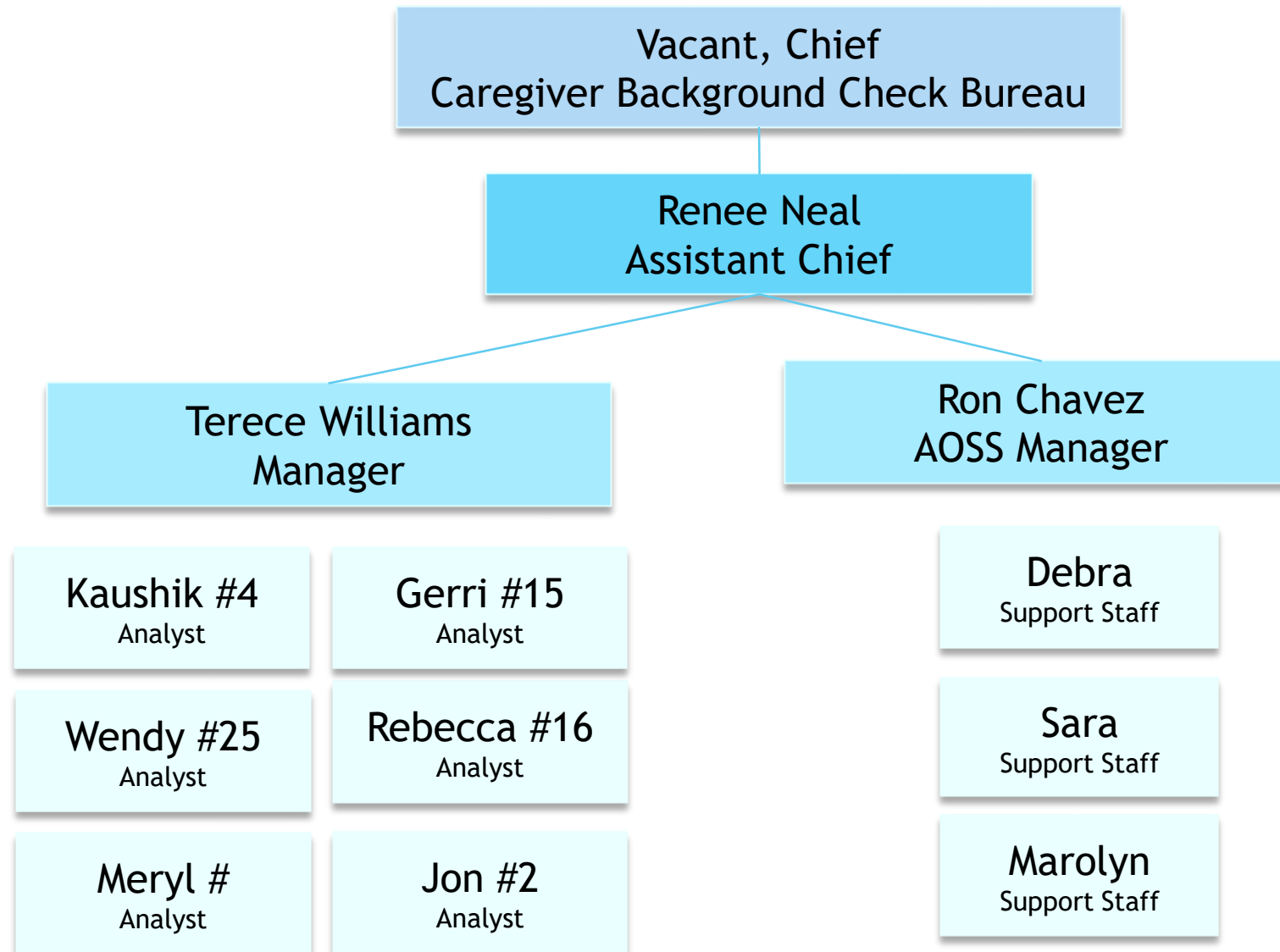
Home Care Services Executive Team



Home Care Services Bureau (HCSB)



Caregiver Background Check Bureau (CBCB)



Objectives

- ▶ Provide updates
- ▶ Provide information on the regulation process
- ▶ Provide information on HCO renewals

Updates

Updates

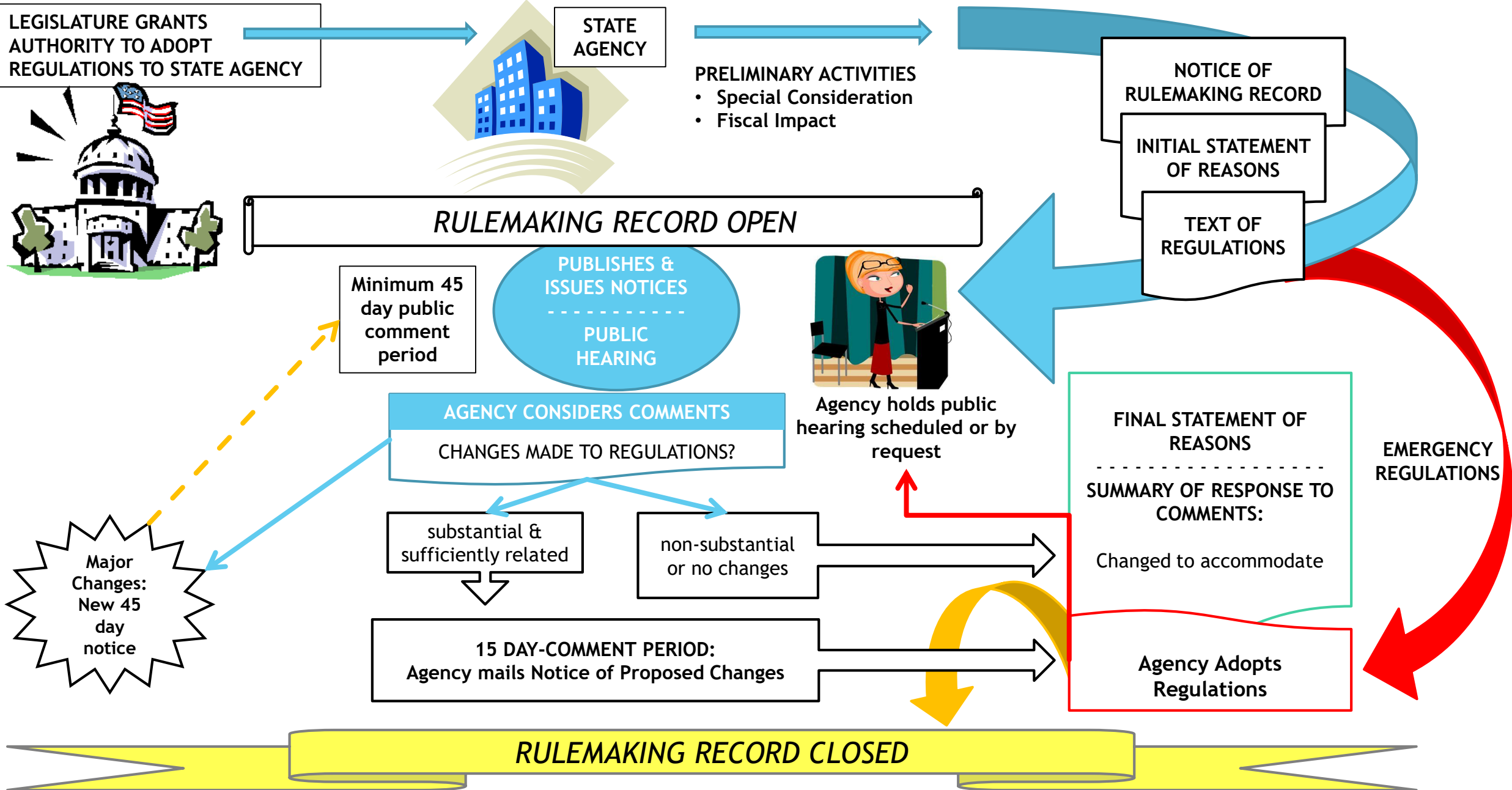
- ▶ HCSB receiving approximately 500 calls per day
- ▶ HCO Applications
 - ▶ Applications Received: 1,740+
 - ▶ Licenses Issued: 1,490+
 - ▶ Conditional Licenses Issued: 10+
- ▶ HCA Applications
 - ▶ Applications received: 150,000+
 - ▶ Showing registered on the Registry: 117,000+
 - ▶ HCAs denied, closed, revoked, forfeited: 27,000+

Updates (cont'd)

- ▶ HCO Visits
 - ▶ Visits to date: 720+
 - ▶ Pilots are going well!
 - ▶ On track to meet the two year deadline

Regulations

The Rulemaking Process (Regulations)



Emergency vs Normal Regulation Process

- ▶ The emergency regulation process is the same as the normal regulation process except that in the normal process the 45-day comment period and 15-day re-notice period(s) all come before the regulations are adopted.
- ▶ Emergency process requires the comment period(s) to occur after the regulations are released.
 - ▶ The emergency regulations were issued on an emergency basis effective 1/1/18
 - ▶ CDSS has 180 days from the effective date (by 6/29/18) to get “certification of compliance” to OAL

Emergency Regulations Steps

- ▶ Current Step: CDSS completing the Public Notice.
- ▶ After the release of the Public Notice, there is a 45-day public comment period
 - ▶ CDSS encourages all comments/feedback
 - ▶ Submit in writing or via email
 - ▶ All comments received during the 45-day period will be addressed by the Department

Emergency Regulations Steps (cont'd)

- ▶ 15-day re-notice will follow allowing for another public comment period (15 days) for further comments/changes
 - ▶ The 15-day re-notice process repeats itself until the Department no longer receive substantive comments on changes
- ▶ Once no more comments are received, we certify the regulations with AOL and they become final

Renewal Information

New Fees

- ▶ New fees commenced on January 1, 2018
- ▶ HCO fee:
 - ▶ \$5,603 for initials and renewals
- ▶ HCA fee:
 - ▶ \$35 for initials and renewals

HCO Renewals

- ▶ Notification/Letters
 - ▶ Letters 60-90 days prior to the expiration of the HCO's license and will:
 - ▶ Contain fee amount owed to the Department
 - ▶ Biennial application fee and any unpaid fees for Civil Penalties, Change of Location, Change within Corporation, Dishonored Check Fee, etc.
 - ▶ Provide a PIN number for online payment
 - ▶ List of forms needed for inclusion in the application
- ▶ Exploring options to send emails as well

HCO Renewals (cont'd)

- ▶ HCO will be able to pay online or manually
 - ▶ Online must pay with credit card
 - ▶ Manual must pay with check or money order
- ▶ Application must be submitted manually and will include:
 - ▶ HCS 200
 - ▶ HCS 600
 - ▶ Insurance Information (Workers Comp, General Professional & Liability, Dishonesty Bond)

* Per Type Definitions: L – Licensee; E – Employee; H – Home Care Aide. If personnel have multiple roles, please list all roles/per types.

DRAFT

Helpful Information

- ▶ To receive notices that pertain to this rulemaking effort:
 - ▶ Provide email to HCSB@dss.ca.gov
 - ▶ Subject: Add to Regulation Email List
- ▶ Check Office of Regulation Development's (ORD) website for updates on the regulation process:
<http://www.cdss.ca.gov/inforesources/Letters-Regulations/Legislation-and-Regulations/CDSS-Regulation-Changes-In-Process-and-Completed-Regulations/Emergency-Regulations>
- ▶ For more information on the Administrative Procedures Act (APA) process, go to www.oal.ca.gov

Next Steps

References

- ▶ Home Care Services Bureau
<http://www.cclld.ca.gov/PG3654.htm>
- ▶ Caregiver Background Check Bureau
<http://www.cclld.ca.gov/PG399.htm>
- ▶ Health and Safety Code
http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml

Acronyms

Acronym	Term
AB	Assembly Bill
CBCB	Caregiver Background Check Bureau
CCLD	Community Care Licensing Division
CDSS	California Department of Social Services
DOJ	Department of Justice
EM	Evaluator Manual
FAQ	Frequently Asked Questions
H&SC	Health and Safety Code
HCA	Home Care Aide
HCO	Home Care Organization
HCS	Home Care Services
HCSB	Home Care Services Bureau
HCSCPA	Home Care Services Consumer Protection Act
LPA	Licensing Program Analyst
RO	Regional Office
TL	TrustLine

Contact Us

For more information regarding the Home Care Services Consumer Protection Act, please contact the Home Care Services Bureau by e-mail at HCSB@dss.ca.gov or by telephone at (916) 657-2592.